FILED[4]

MAY 0 5 2005

Missouri Public
Service Commission

May 3, 2005

RE Case # E.C-2005-0341

Please ad this complaint to my file.

Ameren UE sent me this letter the other day. Now I was informed the bill that was left at 5783 A McPherson was 337.00 was the final bill. Now since I have moved here at 7319 Lohmeyer they have attach this bill along with "late" fees on my new bill.

Energy assistance called me and said they were pledging 199.00 on this 337.00 bill. Now I have never been late on my new bill & have never not paid the current charges or the tax. But all of a sudden now that the energy people pledge 199.00 off 337.00 Ameren UE still wants $50.00 for "late" fees. I have already sent my payment in for this bill and I dont have any money to pay Ameren UE two payments a month. Also per my phone conversation with you the other day

I will be in the hospital May 10, 2005 having both knees replaced. I'm not sure how long I will be in the hospital, but I would like to resolve this on-going problem with AmerenUE.

Thank You
Jewell Luna

Ameren UE

Please Return This Portion With Your Payment

Notice Date APR 27, 2005

AMOUNT DUE	DUE DATE
$15.35	May 12, 2005
AMOUNT PAYABLE AFTER DUE DATE	ACCOUNT NUMBER
	51186-09126

Amount Enclosed $__________

JEWELL TURNER
7319 LOHMEYER APT 6
SAINT LOUIS MO 63143

AMEREN
PO BOX 66700
SAINT LOUIS MO 63166-6700

6020000 005118609120б 00000000 00000000 00000000

Service Address 7319 LOHMEYER APT 6
SAINT LOUIS MO 63143

Account Number 51186-09126

DEFERRED PAYMENT AGREEMENT

As a condition of your energy assistance grant, you have been placed on a **DEFERRED PAYMENT AGREEMENT**. You may also have been placed on a Budget Billing plan for current and future use. We value you as a customer and sincerely appreciate your cooperation in making these payments to satisfy your remaining account balance.

Terms of Deferred Agreement

Total Amount to Defer	$184.25
Less Amount Promised	$0.00
Promise to Pay Date	May 12, 2005
New Deferred Balance	$184.25
Monthly Installment Amount	$15.35
Number of Installments	12

337.00 final bill
-199.00 energy paid
$138.00 should be left over

- New bills sent to you that are not part of this agreement must be paid in full on or before the due date.
- Failure to meet the terms of this agreement may result in disconnection for non-payment.
- Late, partial or missed payments of the full amount due each month will result in termination of the payment agreement. The entire remaining balance of your agreement will then be due on your next bill.
- Please keep the bottom portion of this agreement for future reference. Remit payment with top portion.
- Thank you for your cooperation in working with us.

If you have any questions, you may call our Customer Contact Center during regular business hours of 7 a.m. to 7 p.m., Monday through Friday at 314-206-1234 or 1-314-992-6030 for customers using a TTY.

I'm not paying AmerenUE $50.00 more late fees from a 5 year old bill. I have not made any pay agreement.

Ameren UE
PO BOX 66700
SAINT LOUIS MO 63166-6700
314-206-1234

Ameren UE

FORM 5477